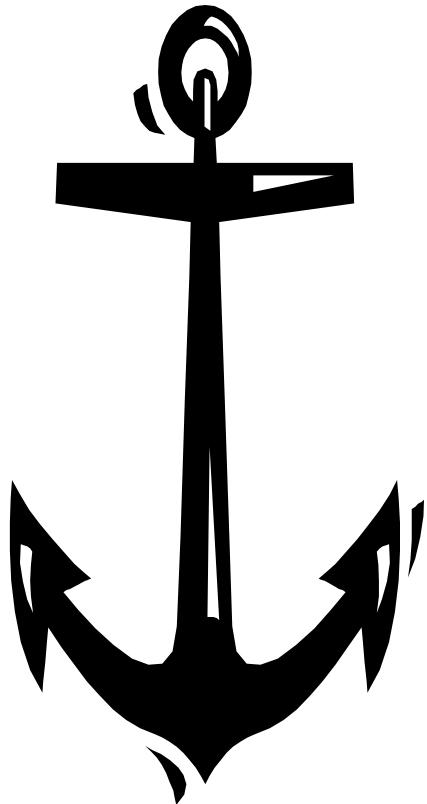


Distance Support/Anchor Desk Initiatives

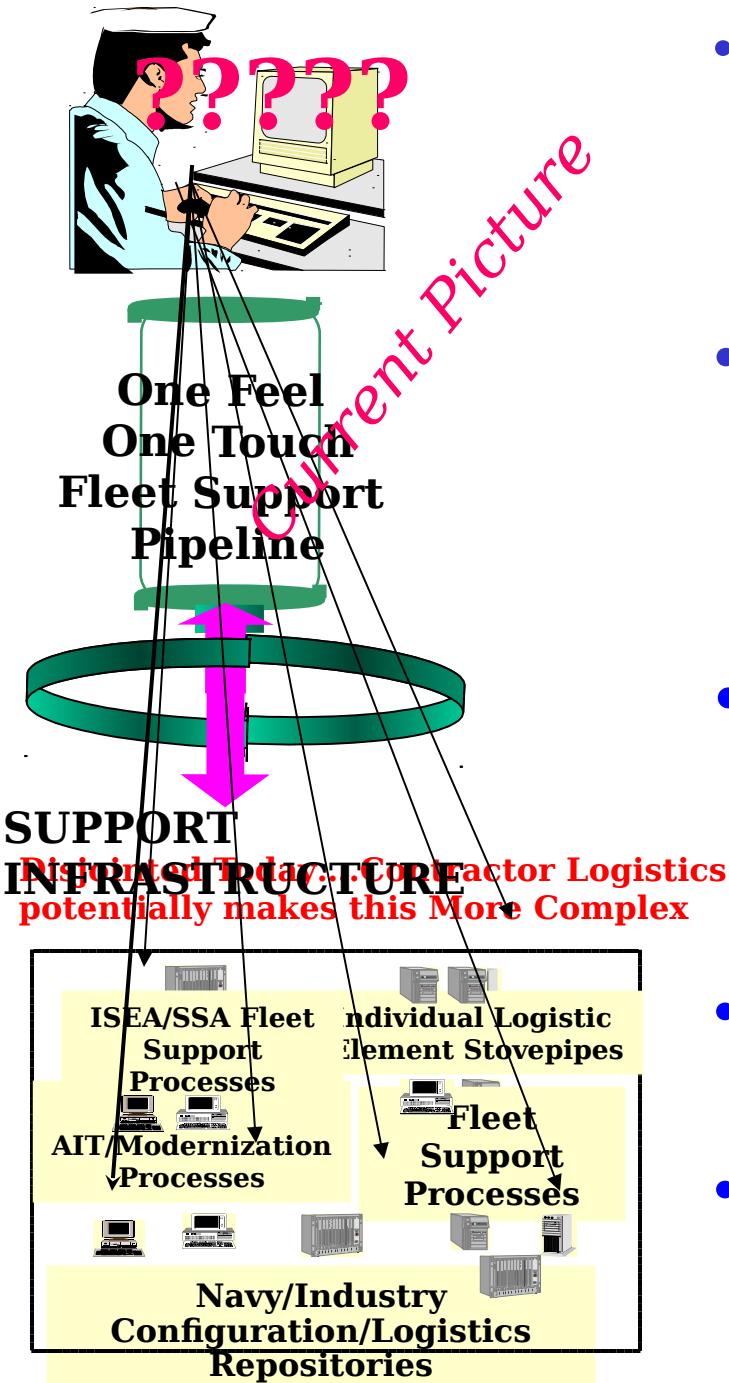
MARCH 2000



Chris W. Love
NUWC Keyport
(360)315-7710 LoveCW@kpt.nuwc.navy.mil
In support of NAVSEA04L1



- Overview
- Anchor Desk Tools
- Summary

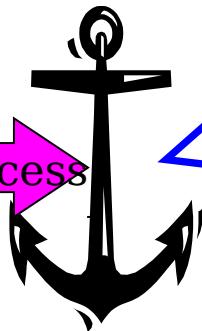


- ***DISTANCE SUPPORT:***
 - reduce shipboard workload
 - Streamline support infrastructure access.
 - TRAIN OPERATE FIGHT.
- ***ANCHOR DESK***
 - The tool bag of responses provided by the System Commands to meet the Challenge
- ***1-877-41 TOUCH***
 - In Operation Now 24 / 7 / 365
 - Call Routing and Issue Tracking. *We don't quit till your problem is solved!*
- ***E-SUPPORT*** www.anchordesk.navy.mil
 - WEB/SALTS one touch access
- ***Tele-Maintenance and Monitoring***

Anchor Desk/Distance Support

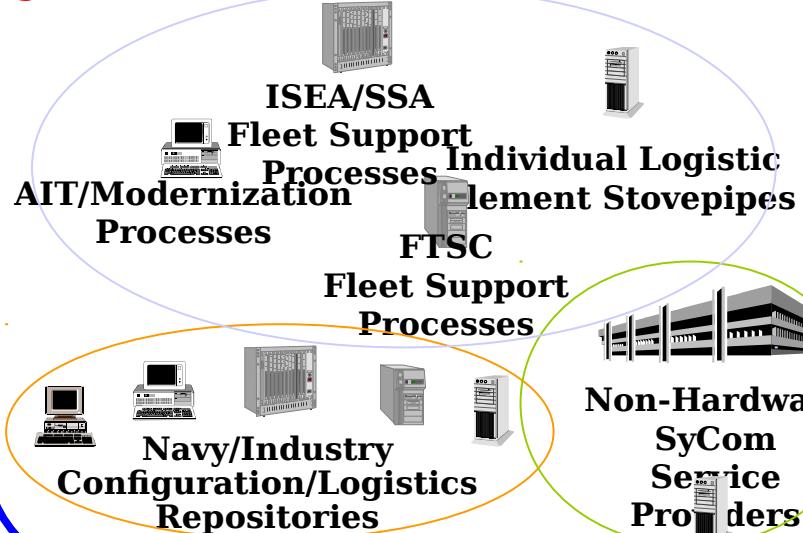


Single Access



Product One: Streamlined Access to Support Infrastructure

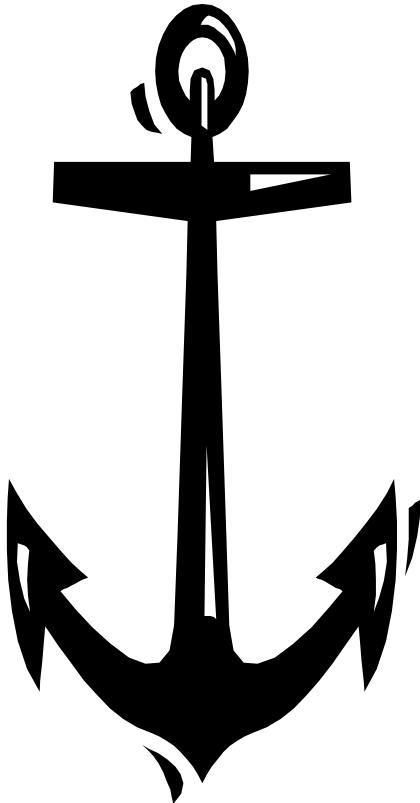
Fleet Support Processes & Data are Disjointed Today & Contractor Logistics has Potential to make this More Complex



Product Two: Increase Infrastructure's Tactical Significance

Proactive System Improvements





- Overview
- **Anchor**
Desk Tools
- Summary

Integrated Call Center

CINCLANT/CINCPAC MSG 080344Z
Feb 00 ... Integrated Call Center
Integration.

**..."NAVSEA, NAVSUP, SPAWAR, and NAVAIR
have agreed to provide the fleet with a single
1-800 number to call for technical and
logistics assistance" ..1-877-41 TOUCH**

809 Activities have utilized the ICC(March)

3037 Calls to date
1107 Shipboard sailors

Integrated Call Center

A Joint NAVSEA-NAVSUP Initiative

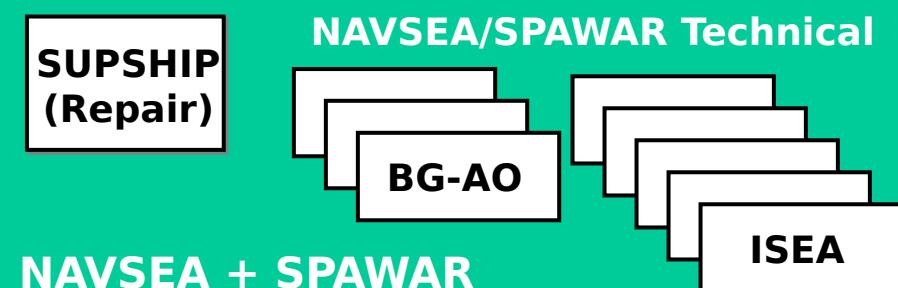
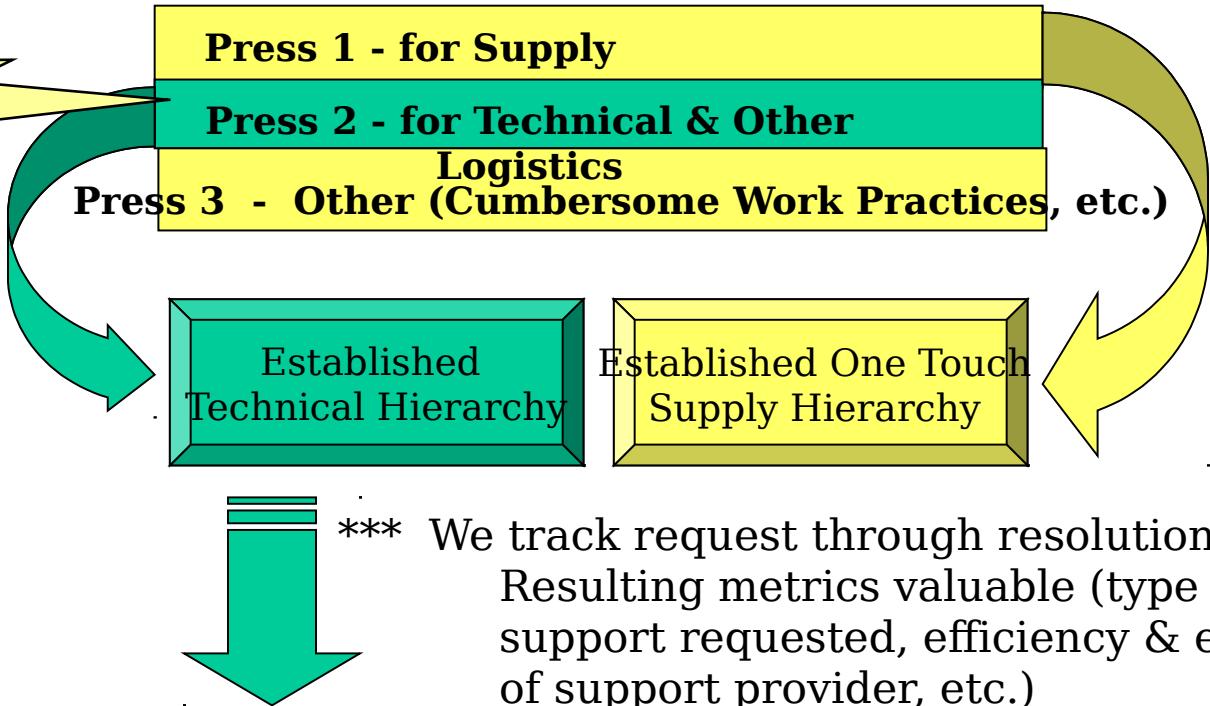
MENU: Interactive Voice Response (IVR)



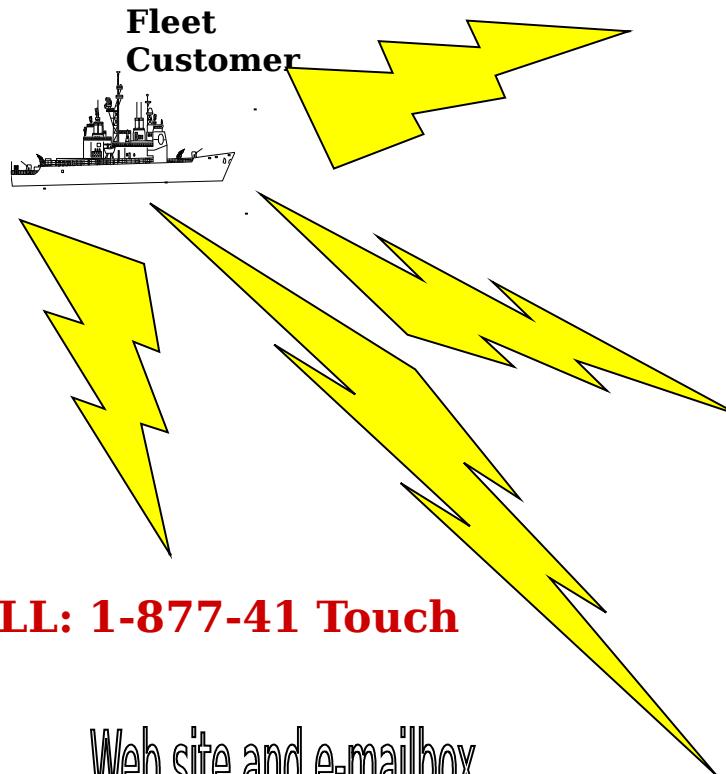
1-877-41TOUCH

- Press 1 - for Supply
- Press 2 - for Technical & Other Logistics
- Press 3 - Other (Cumbersome Work Practices, etc.)

24 hour/7 Day a week support since Aug. 1999



“E” Support



CALL: 1-877-41 Touch

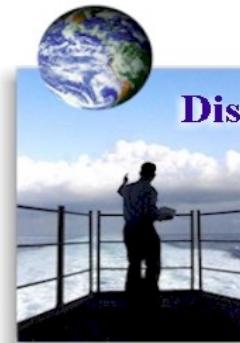
Web site and e-mailbox
support in operation as
of Nov. 1999

MESSAGE PLAD: **ANCHORDESK**

www.anchordesk.navy.mil



The Fleet Support website
is intended to provide any
Navy customer a single place
to learn about or request
Distance Support.



Distance Support
A World of Support at Your Fingertips

Anchor Desk
I need to...

SUBMIT a Technical or Logistics
Support REQUEST

TALK to someone NOW

FIND a WEBSITE

Learn about ...
Distance Support / Anchor Desk

PROVIDE us FEEDBACK

This information resides on a DOD interest computer. Important conditions, restrictions, and disclaimers apply.
DEPARTMENT OF DEFENSE WARNING

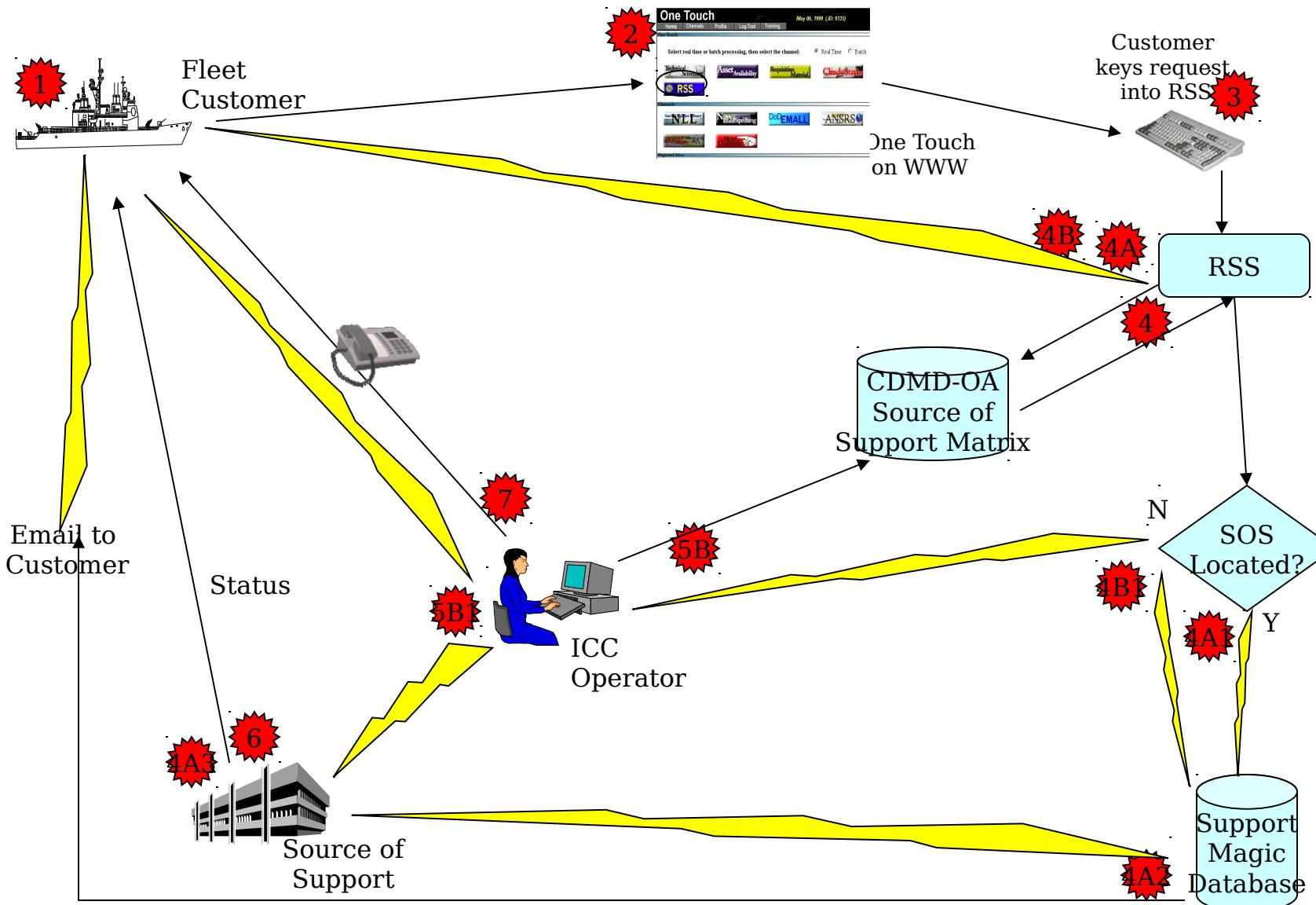
Electronic Mail Box:

**Ships without WWW access can post
questions in electronic mailboxes using
simple existing supply/maintenance IT
systems (SALTS & RAD)**

Fleet can submit electronic technical feedback requests, supply-related requests &

electronically ask the same questions they ask the call center (with

Integrated Call Center Readiness Support System Procedures



Tele-Assistance

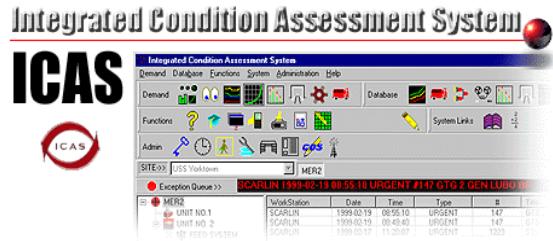
**Tele-Tools conference 29 Feb-2
March**

- **Information posted on
www.anchordesk.navy.mil**
- **Goal is to achieve a set of standards/
requirements/ operating parameters.**

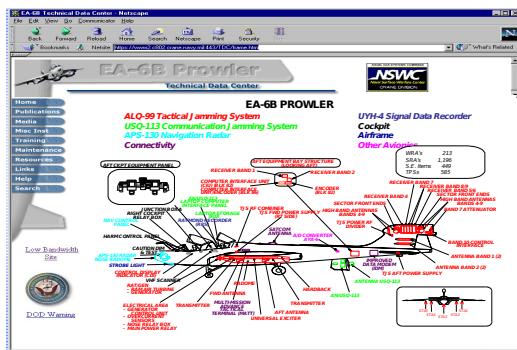
CARL VINSON 98-Deployment BFIMA Rejected Work - Reason:

HIGH PRESS PIPING	- MATERIALS NOT AVAIL
COMPOSITE REPAIRS TYPE III	- NOT AUTHORIZED AT SHIP
LEVEL	
AN/PDR 65 RADIAC CAL	- NOT AUTHORIZED - NO RAD CAL
FACILITY	
MFG GAS TURBINE HOSE	- NO EQUIPMENT (CVN 70 OPEN)
PURCHASED)	
NATO RADAR SETS	- NO TECHNICAL INFO
DIMENSION PHONES	- NO TECHNICAL CAPABILITY /
MANUALS	
FABRICATE FILTER ASSY	- NO TECH MANUAL / SPECS
H-60 COMPUTER	- NO TEST EQUIP FOR POST REPAIR
COMPUTER MONITORS	- NO TECH DATA. SCHEMATICS
LASER PRINTER	- NOT COST EFFECTIVE
PRC-90 REPAIR	- NO COSAL SUPPORT - OBSOLETE
SEWING MACHINE	- NO TECH MANUAL
AN/VRM-1A (849)	- NO TECH MANUAL - NO MFG INFO
TELEMETRY TEST SET	- NO TECH DATA
UTILITY BOAT STATERS	- NO TECH INFO
ELECTROHYDRAULIC SERVOS	- NO TECHNICAL
INFO/TRAINING (NEC)	
REFRIGERATION CONDENSER	- NO TUBE REPAIR KIT/TOOLS
AU-2 CROSS CONCENTRATOR	- MATERIAL UNAVAIL/NO

FOCUS: Leverage and Link other efforts on ABRAHAM LINCOLN



ICAS - HM&E NAVSES Philadelphia



Joint Aviation Technical Data NAVAIR 3.0 - EA-6B & SH-60

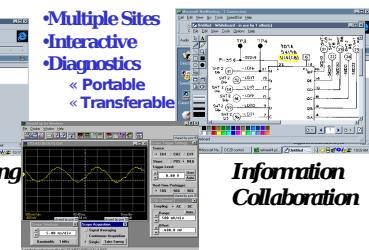
Remote Monitoring

Help Desk

Virtual Tech Assistant



TeleMaintenance



Crane



NAVEA
MADE IN SPAIN

Integrated Call Center

MENU: Interactive Voice Response (IVR)

- Press 1 - for Supply**
- Press 2 - for Technical & Other Logistics**
- Press 3 - for ISMR Input**





Established Technical Hierarchy



Established One Touch Supply Hierarchy



24 hour/7Day a week support since Aug. 1999





*** We track request through resolution ***
Resulting monitorable type & quantity
support request efficiency & effectiveness
of the organization

The diagram illustrates the organizational structure of the Defense Systems and Comptroller (DSC) office. It features a central green box labeled 'DSC' with a downward-pointing arrow. Surrounding this central box are several other boxes representing different units: 'PEO Rep's' (with a stack of four white boxes), 'FTSCs' (with a single white box), 'Naval Shipyards' (with a single white box), 'SUPSHIP (Repair)' (with a single white box), 'BG-AO' (with a stack of four white boxes), and 'ISEA' (with a stack of four white boxes). The boxes are arranged in a roughly circular pattern around the central 'DSC' box.

Integrated Call Center

SEA04L

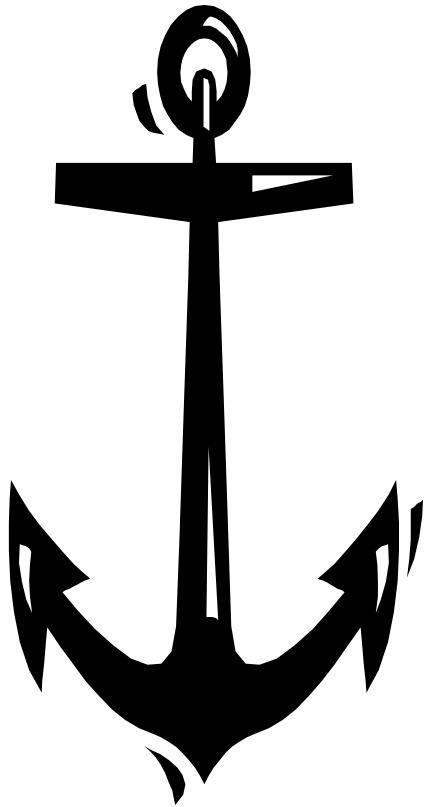
Tech
Data

Tech Data



E E T S U P P O R T

Sailor to Engineer - Combat Port Hueneme



- Overview
- Products
- Anchor Desk Tools
- Summary

DISTANCE SUPPORT

TOOLS

Integrated Call Center
“E” Support
Tele-Maintenance
Tele-Monitoring
Shared Data Environments
ASDOF
ADMIN
Training
Disbursing/Personnel

RESULTS

Work Load Reduction
Increases in Readiness
Tuned Infrastructure
Focused Resources
Improved Feedback
Reduced Requirements

SUMMARY

- ***DISTANCE SUPPORT:***
 - The Challenge to achieve Optimal Manning of Ships. At SEA the crew will TRAIN OPERATE and FIGHT.
- ***ANCHOR DESK***
 - The tool bag of responses provided by the System Commands to meet the Challenge.